SUBJ: NOTIFICATION PLAN FOR UNSCHEDULED FACILITY AND SERVICE INTERRUPTIONS AND OTHER SIGNIFICANT EVENTS

1. **PURPOSE**. This order establishes requirements and criteria for notifying the National Maintenance Coordination Center (NMCC) of significant reductions in performance and full interruptions of facilities and services. It also provides guidelines and procedures for requesting national engineering field support and procedures for the notification and escalation of major telecommunications interruptions.

2. **DISTRIBUTION**. This order is distributed to branch level in the Systems Maintenance Service, the Operational Support Service, the NAS Transition and Implementation Service, and the Office of Air Traffic System Management in Washington; to branch level in the regional Airway Facilities and Air Traffic divisions; and to all Airway Facilities sectors, sector field offices; sector field units, and sector field office units with a limited distribution.

3. **CANCELLATION**. Order 6030.41D, Notification Plan for Unscheduled Facility and Service Interruptions, dated September 7, 1990, is canceled.

4. **BACKGROUND**. The Office of the Associate Administrator for Airway Facilities (AAF), the Systems Maintenance Service (ASM), and regional AF divisions are collectively responsible for the technical functioning and maintenance of the National Airspace System (NAS) and for assuring that the NAS is efficient, economical, and responsive to operational needs and requirements. To accomplish this, the number and duration of facility and service interruptions must be kept to a minimum, and restoration must be accomplished in a timely and effective manner. The NMCC is responsible for coordinating and monitoring restoration activities at a national level as required, providing oversight, and keeping top AF, Air Traffic (AT), and ASM managers informed of restoration status. Utilizing the provisions of this order will achieve stated objectives.

5. **EXPLANATION OF CHANGES**. This revision updates organizational titles, routing symbols, and telephone numbers.

6. **OBJECTIVES**. The objectives of this order are to:

   a. Reduce the duration and impact of unscheduled interruptions and reductions in service on users of the NAS.

b. Provide for keeping top management officials informed of significant interruptions and reductions in service to place them in a position to support restoration activities.

c. Provide procedures for and encourage early decisions regarding the need for engineering support for restoration of services.

d. Provide general procedures and criteria for notification of the NMCC.

e. Alert top management to aircraft accidents involving FAA equipment at the time of the accident, accidents involving FAA personnel, or any commercial airline accidents.

7. NMCC. The NMCC is collocated with the Air Traffic Control System Command Center in Washington headquarters. The NMCC is staffed 24 hours per day, 7 days per week, to receive calls. The NMCC can be contacted by telephone on commercial (202) 267-9602, (202) 267-NMCC, or FAX on (202) 267-5142.

8. NOTIFICATION. Regional AF division managers or their designees shall initially notify the NMCC of aircraft accidents or unscheduled full interruptions of facilities and services. This notification is to be accomplished as soon as possible after initial awareness with a followup briefing occurring 30 minutes afterward and following restoration. In the event the failure is at a remote site the followup briefing should occur 30 minutes after the technician arrives on site. Examples of facilities and services are as follows:

a. Serving air route traffic control centers (ARTCC), daily NAS reportable airports (see Appendix 4, Daily NAS Reportable Airports, of the latest version of Order 6040.15, National Airspace Performance Reporting System (NAPRS) or automated flight service stations (AFSS) that are causing or have the potential for causing air traffic delays or a significant impact on normal services provided to AT facilities or the flying public. Determination of the degree of impact can be obtained through discussions with first level technical supervisors/managers, or traffic operations personnel. Facilities and services falling into this notification group are: central computer complex host (CCCH), composite flight data processing (CFAD), composite radar data processing (CRAD), and computer display channel (CDC) or display channel complex (DCC) at ARTCC; terminal automated radar service (TARS), airport surveillance radar (ASR), automated radar terminal system (ARTS), and category II/III instrument landing system (ILS) components at level IV or level V terminals; and interfacility communications switching systems (ICSS) and automation components at AFSS.

b. Serving other air traffic control tower (ATCT) and FSS that are causing or have the potential for causing air traffic delays or a significant impact on normal services provided to AT facilities or the flying public.

c. That have become or are expected to become administratively or politically sensitive. Facilities typically falling into this category are newly commissioned facilities, low level windshear alert system (LLWAS)/ASR/ navigational aids failures during bad weather, and/or when air traffic was using the equipment.

d. **That are caused by significant natural or manmade disaster**, such as volcanic eruptions, earthquakes, hurricanes, aircraft accidents, etc., or suspected vandalism or sabotage. Notification is to be accomplished as soon as possible after the initial awareness.

e. **That have or may have contributed to an operational error**, such as near mid-air collision. Included in the notification should be a listing of facilities/services suspected to have been involved, the problem identified with the equipment, resolution, and date and time of evaluation or certification on that equipment.

f. **That are located at NAS reportable airports and are NOTAM'ed off the air** as a result of failing a flight check.

g. **All safety related employee injuries as a result** of performing duties on or with Government equipment requiring medical attention. Any information regarding the nature of the injury, severity, and recommendations for preventing similar injuries should be included.

h. **Any incidents or events jeopardizing** the safety of FAA employees while in the performance of their duties (i.e., bomb threats, fires, etc.) or the flying public.

i. **Any aircraft accidents where FAA equipment is damaged** or in use at the time of the accident, where FAA personnel are involved, where commercial airlines are involved, or that cause major disruption at any airports.

j. **Any incidents of unauthorized (Phantom Controller)** VHF/UHF air/ground communications with aircraft.

k. **Full unscheduled National Airspace Data Interchange Network (NADIN) outages** at either of the two switches.

9. **GENERAL.**

a. **The NMCC NAS systems analyst** will generally need to know the location and name of the equipment affected by the outage, the nature of the failure, resources being applied or needed (i.e., local/regional engineering, Field Support Division (FSD), or the FAA Depot), the impact on air traffic, and the expected time of restoration. Initial notification should not be delayed because all information is not available. When the facility/service is restored, the cause, restoration time, and repair action will be needed by the NMCC. Any recommendations preventing recurrence or occurrence at other facilities/services would be helpful. Appendix 1, Outage Information Needed by NMCC, contains a sample of the minimum information needed by the NAS specialist.

b. **For long-term restoration activities**, daily reports are required where there is a change in status updating restoration progress, problems, support required, etc.
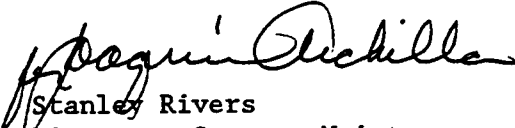
c. **Notification as described in this order** does not substitute for NAPRS reports required by Order 6040.15.

d. <u>For extended outages on telco</u>, CCCH at ARTCC's or ARTS at pacing airports identified in Order 6040.15, or for major telco outages resulting in loss of multiple critical telecommunications, critical ATC services resulting in operational impact, hourly updates may be requested.

10. <u>NATIONAL FIELD SUPPORT DIVISIONS</u>. One of the primary functions of the FSD is to provide direct and indirect support to regions for facility/service restoration. These support services are available 24 hours per day, 7 days per week. Appendix 2, System Support Responsibilities Assignment, contains system assignment responsibilities for the FSD. Although requests for field support will follow procedures established by each regional AF division, division managers are encouraged to delegate the authority to request engineering support to the lowest practical level in the AF organization.

a. <u>National Airway Systems Engineering Division, AOS-200</u>, may be contacted during duty hours on commercial (405) 680-3724 and during nonduty hours on commercial (405) 680-3583. During nonduty hours, the Aeronautical Center duty officer will answer and refer the call to the appropriate official in AOS-200.

b. <u>National Enroute Systems Engineering Division, AOS-300</u>, may be contacted on commercial (609) 484-6236. After 1630 Eastern Standard Time or on weekends, the FAA Technical Center duty officer will answer. Give the duty officer your name, location, telephone number, and type of system/equipment involved, and the appropriate AOS-300 engineer will promptly return your call.

Stanley Rivers
Director, Systems Maintenance
     Service

APPENDIX 1. OUTAGE INFORMATION NEEDED BY NMCC

Location Name: (actual geographical location of equipment)

Location ID: (letter identification)

Equipment and Service Affected: (i.e., LOC, GS, ASR)

Time: (start time of outage in zulu and local)

Length of Outage or Restoration Time: (If the length of the outage is excessive, describe)

Name and Phone Number of Person Providing Information:

Equipment Type: (i.e., ASR-7, MARK 1F, etc.)

Impact: (describe what impact, if any, to local air traffic operations. If delays are expected or not.)

Cause: (describe the circumstances of the outage as much as possible or events leading up to the outage.)

Resolution: (describe resources being applied to close out the outage. If this is a continuing outage, then describe activities taking place to restore.)

For telecommunications services: Serving telco (AT&T, LEC, etc.)

Location of circuit/network failure: Operational impact; services lost, services backed up, estimated restoration of each:

Telco officials/offices notified:

APPENDIX 2.   SYSTEM SUPPORT RESPONSIBILITIES ASSIGNMENT

The National Airway Systems Engineering Division, AOS-200, and the National Enroute Systems Engineering Division, AOS-300, are assigned support responsibilities for the facilities listed below as indicated. The acronyms are those used in the Facility Master File (FMF) and are defined in the latest version of Order 1380.40, Airway Facilities Sector Staffing Standard System.

Facility Type	Systems Engineering Division	Facility Type	Systems Engineering Division
AAS	300	COMCO	200
ACCC	300	CST	300
ADAS	300	CTRB	200
ADCOC	200	CTS	300
AID	200	CUE	300
ALS	200	CWP	300
ARBCN	200	DARC	300
ARSR	200	DASI	200
ARTCC	200	Data Multiplexer	200
ARTS	300	DBRITE	300
ASDE	200	DCC	300
ASI	200	DEDS	300
ASR-4/5/6/7/8	200	DF	200
ASR-9	300	DME	200
ATBM	200	DMER	200
ATCC	300	DPS	300
ATCBI	200	DRG	300
ATCRB	200	DTE	200
ATCT	200	EARTS	300
ATIS	200	EDARC	300
ATRAM	200	EDPS	200
AWANS	200	ELD	200
AWIS	200	FAC	200
AWOS	200	FDIOR	300
AWP	300	FIFO	200
BDIS	200	FLD	200
BRITE	200	FM	200
BUEC	200	FOTS	200
CCMS	200	FPS	200
CCCH	300	FSS	200
CCTV	200	FSDPS	300
CD	300	FSSAS	300
CDC	300	GATR	200

APPENDIX 2. SYSTEM SUPPORT RESPONSIBILITIES ASSIGNMENT (CONTINUED)

Facility Type	Systems Engineering Division	Facility Type	Systems Engineering Division
CERAP	200	GDL	200
CFCC	300	GFR	200
CHI	200	GS	200
CKT	200	H	200
CMLT	200	HEAT	200
CNS	300	HH	200
IATSC	200	PAMRI	300
ICSS	200	PAPI	200
IFSR	200	PAR	200
IFSS	200	PCS	200
IFST	200	PX	200
IM	200	RAIL	200
IMCS	300	RAPCO	200
IMSLA	200	RBC	200
IMSLE	200	RBDE	200
IOTP	300	RBDPE	300
ISSS	300	RCAG	200
LCOT	200	RCIU	300
LDA	200	RCL	200
LDIN	200	RCO	200
LIVQ	200	REIL	200
LLWAS	200	RMLR	200
LMM	200	RMLT	200
LOC	200	RRH	200
LOM	200	RRWDI	200
LORAN	200	RRWDS	200
MALS	200	RTR	200
MALSR	200	RVR	200
MAPPERS	200	SALS	200
MAPS	200	SAN	200
MAREQ	200	SB	200
MCR	200	SCC	200
MCT	200	SMMC	300
MDS	200	SRAP	300
MHFR	200	SSALR	200
MIM	200	SSALS	200
MLS	200	SSO	200
MM	200	SWG	200
MODEMS	200	SX	200
MODE S	300	TACAN	200
MPS	300	TACR	200
MSP	300	TCSS	200
NADIN	300	TDWR	200

APPENDIX 2. SYSTEM SUPPORT RESPONSIBILITIES ASSIGNMENT (CONTINUED)

Facility Type	Systems Engineering Division	Facility Type	Systems Engineering Division
NDB	200	TELEX	200
NEXRAD	200	TML	200
OAW	200	TMLI	200
ODALS	200	TMLR	200
ODAPS	300	TMLT	200
OFDPS	300	TMS	300
OFFRD	200	TMU	300
OLD	200	TR	200
OM	200	TRACO	200
PAM	300	TRACS	300
TRCAB	200	VASI	200
TROPO	200	VEHS	200
TTY	200	VOR	200
TWEB	200	VOT	200
UB	200	VSCS	300
UPS	200	WFMU	200
VAS	200	WSM	200

<u>Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES</u>

1. <u>PURPOSE</u>. This appendix provides guidelines and procedures for notification
and escalation of major telecommunications interruptions and provides for the
timely restoration of major telecommunication service interruptions through a
consistent notification and escalation process. This process includes the
participation of the regional and headquarters Telecommunications Management and
Operations (TM&O) organizations.

2. <u>DEFINITION</u>. Major telecommunications outages are those having significant
operational impact, including air traffic delays, increased air traffic workload,
and safety concerns. These outages affect the normal control of aircraft; i.e.,
air traffic controllers lose any or all of the critical operational services that
allow plot/controller voice radio communications.

3. <u>RESPONSIBILITIES</u>.

    a. <u>Facility Level</u>.

        (1) Trouble reporting telephone numbers and escalation procedures shall
be developed locally and should be complete for each serving vendor. An <u>example
only</u> of local procedures is provided below:

ESCALATION LIST FOR LOCAL EXCHANGE CARRIER

Monday - Friday, 8 a.m. to 5 p.m.:

Contact Numbers

Trouble Report	XXX-XXXX
First Level Escalation John Doe	XXX-XXXX
Second Level Escalation Mary Jones	XXX-XXXX
Additional Levels as appropriate	XXX-XXXX

After Hours and Weekends:

Trouble Report	XXX-XXXX
Escalation Level Manager	XXX-XXXX

(2)   See Figures 2, 5, 6, 7, and 8 for trouble reporting telephone numbers for vendors of national interest. The numbers provided are not all inclusive. Similar lists of telephone numbers should be available for all vendors.

(3)   Person reporting trouble shall call the on-duty systems operations NAS area specialist at the maintenance control center (MCC).

(4)   If the interruption is major and/or has significant operational impact, the MCC NAS area specialist shall call the National Maintenance Coordination Center (NMCC). Phone commercial (202) 267-9602 or (202) 267-6622 or FAX (202) 267-5142.

(5)   If the interruption is major and/or has significant operational impact, the MCC NAS area specialist or designee shall call the designated regional contact. If the designated regional contact is other than the TM&O manager, the TM&O manager or designee shall be notified by the designated regional contact. See Figure 1, FAA Regional TM&O Managers for regional TM&O managers' names and office phone numbers.

(6)   If the severity of the situation is such that immediate escalation is required, the MCC NAS area specialist or designee shall call the vendor's regional service manager. See Figure 3, AT&T Regional Service Managers--Network for names and phone numbers for regional service managers.

b. Regional Level.

(1)   The regional TM&O manager or designee shall verify when notified that above procedures were followed. If the situation warrants, the regional TM&O manager shall escalate the problem to the national level (see Figure 4, AT&T National Service Managers). The regional TM&O manager or designee will monitor restoration activities as appropriate.

(2) If the interruption is major and/or has significant operational impact, the regional TM&O manager or designee shall provide an informal report to the Telecommunications Management and Operations Division, Telecommunications Operations and Administration Branch, ASM-310. If the interruption occurs during non-working hours, the informal report should be submitted as soon as possible the next work day. Phone commercial (202) 267-8610 or FAX (202) 267-5543. The report shall include the cause and resolution, services lost and duration, impact, and estimated restoration time. Initial notification should not be delayed because all information s not available, but may be updated as facts become known. The report may be a handwritten note transmitted by FAX. Regional TM&O managers should ensure that official followup reports are provided to the NMCC.

(3)   Regional TM&O managers shall ensure that current notification and escalation procedures are n place n their respective regions for all vendors, and assist as required to provide contact numbers. When incorrect numbers or names are noted n this appendix, the discrepancy should be brought to the attention of ASM-310.

c. <u>National Level</u>.

    (1) The NMCC shall notify ASM-300 managers when a major failure occurs. Lists of names, along with office and home phone numbers, shall be provided to the NMCC by ASM-300.

    (2) Headquarters TM&O managers shall take appropriate action to escalate at the national level as required.

    (3) ASM-310 will review this appendix every 6 months and provide changes to the Performance Analysis Branch, ASM-110 to maintain currency of personnel and telephone numbers. Changes to this appendix will be issued as required to distribute the information to facility level.

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 1. FAA REGIONAL TM&O MANAGERS

Alaskan Region Denny Powell	Duty Hours Non-Duty Hours	(907) 271-5563 _____
Central Region Roger Burton	Duty Hours Non-Duty Hours	(816) 426-3601 _____
Eastern Region Barry Boshnack	Duty Hours Non-Duty Hours	(717) 712-8595 _____
Great Lakes Region Ted Vernon	Duty Hours Non-Duty Hours	(312) 694-7066 _____
New England Region Steve Wojcicki	Duty Hours Non-Duty Hours	(617) 273-7177 _____
Northwest Mountain Region Janice Kennedy	Duty Hours Non-Duty Hours	(206) 227-2428 _____
Southern Region Freddie Massey	Duty Hours Non-Duty Hours	(404) 763-7501 _____
Southwest Region Charlie Nathman	Duty Hours Non-Duty Hours	(817) 740-3222) _____
Western Pacific Region Vacant	Duty Hours Non-Duty Hours	(213) 297-0510 _____

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
              ESCALATION PROCEDURES (CONTINUED)

Figure 2. AT&T TROUBLE REPORTING NUMBERS

1.   AT&T voice grade private line (VGPL) circuits, equipment:

     (Enhanced Call Receipt (ECR) receives the trouble call, creates the trouble
ticket, and transmits the ticket to the maintenance center (MC) responsible for
the restoration. The technicians performing the repairs/restoration are employed
by the MC.)

NEW ENGLAND REGION

NASHUA

Trouble Reporting
  Oakton, VA ECR Center   1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-691-7100

EASTERN REGION

NEW YORK

Trouble Reporting
  Oakton, VA ECR Center   1-800-626-1322

MC - Dix Hills, NY
  1st Level - Doug Speilman   516-424-4226
  2nd Level - Tony De Vita   516-424-4200

LEESBURG

Trouble Reporting
  Oakton MC   1-800-327-6567

MC - Oakton, VA
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-629-7100

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 2. AT&T TROUBLE REPORTING NUMBERS (CONTINUED)

SOUTHERN REGION

ATLANTA, MIAMI, JACKSONVILLE AND MEMPHIS

Trouble Reporting
  St. Louis ECR Center   1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-691-7100

GREAT LAKES REGION

CHICAGO, CLEVELAND, INDIANAPOLIS AND MINNEAPOLIS

Trouble Reporting
  St. Louis ECR Center   1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-691-7100

CENTER REGION

  OLATHE

Trouble Reporting
  St. Louis, ECR Center   1-800-626-1322

MC - Oakton, VA, MO
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-691-7100

SOUTHWEST REGION

FORT WORTH, HOUSTON, AND ALBUQUERQUE

Trouble Reporting
  St. Louis ECR Center   1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker   703-691-6684
  2nd Level - Glen Piersol   703-691-7100

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 2. AT&T TROUBLE REPORTING NUMBERS (CONTINUED)

NORTHWEST MOUNTAIN REGION

DENVER, SEATTLE, AND SALT LAKE CITY

Trouble Reporting St. Louis ECR Center	1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker
  2nd Level - Glen Piersol
	703-691-6684
	703-691-7100

WESTERN PACIFIC REGION

LOS ANGELES & OAKLAND

Trouble Reporting St. Louis ECR Center	1-800-626-1322

MC - Oakton, VA
  1st Level - Patrica Walker
  2nd Level - Glen Piersol
	703-691-6684
	703-691-7100

2. AT&T Electronic Tandem Network (ETN)

Trouble Reporting	1-800-654-7756
1st Level - Tony Rosamilia 2nd Level - Glen Piersol	914-421-5020 914-421-5010

3. All equipment and circuits at facilities supported by FAA/AT&T
Leased Maintenance Contract:

Trouble Reporting	1-800-343-2819
1st Level - Roz Lewis 2nd Level - Jay Plummer	301-572-3069 301-572-3031

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 3. AT&T REGIONAL SERVICE MANAGERS--NETWORK

Office: (O)   FAX: (F)
Home: (H)   Pager: (P)

NEW ENGLAND REGION
Bob Muchowski
100 Summer Street
23rd Floor
Boston, MA   02110
617-338-5106 (O)
617-451-5753 (F)
617-899-4373 (H)
617-789-6500 (P)
ARTCC - Nashua

EASTERN REGION - NORTH

Larry Bilello
610 Johnson Avenue
Bohemia, NY 11716
516-737-3600 (O)
516-737-3696 (F)
516-242-5621 (H)
1-800-443-8667 (P)
or 202 223-7243
   PIN# 10587
ARTCC - New York
 and NY TRACON

EASTERN REGION - SOUTH

Vick Fotopoulos
900 S. Walter Reed Drive
6th Floor
Arlington, VA   22204
703-271-2917 (O)
703-271 2999 or 2997 (F)
301-320-2340 (H)
1-800-443-8667 or 202-223-7243 (P)
   PIN# 2881906
ARTCC - Leesburg and FAA HQ

GREAT LAKES REGION
Burt Callmer
207 Earl Road
Shorewood, L 60436
815-729-9162 (O)
815-741-8329 (F)
708-553-7551 (H)
1-800-443-8667 (P)
   PIN# 2881305
ARTCC's -
Chicago, Indianapolis,
Minneapolis, and Cleveland

CENTRAL/SOUTHWEST REGIONS

Betty Owen
16600 JFK Boulevard, B-34
Houston, Texas   77032
713-821-8524 (O)
713-821-3696 (F)
713-572-2003 (H)
1-800-443-8667
   PIN# 8557868
ARTCC's - Olathe,
Albuquerque, Fort Worth,
and Houston

NORTHWEST MOUNTAIN REGION

Dave Whalen
6200 South Syracuse Way
Suite 350
Englewood, CO 80111
303-793-8759 (O)
303-793-8735 (F)
303-665-6870 (H)
1-800-759-7243 (P)
PIN# 5016131
ARTCC's - Denver, Seattle
and Salt Lake City

Appendix 3.   TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 3.   AT&T REGIONAL SERVICE MANAGERS - NETWORK (CONTINUED)

SOUTHERN REGION

Dale Gibson Jim Holt
2300 North Lake Center
Suite 230   Suite 400
Tucker, GA   30085
404-493-5252 (O)
404-493-5277 (F)
404-934-3642 (H)
1-800-443-7243 (P)
  PIN# 008412 PIN# 2881101
ARTCC's - Atlanta, Miami,
Jacksonville, and Memphis

WESTERN PACIFIC REGION

224 Airport Parkway

San Jose, CA   95110
408-452-3073 (O)
408-452-3060 (F)
408-377-4450 (H)
1-800-443-8667 (P)

ARTCC's Los Angeles
and Oakland

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 4. AT&T NATIONAL SERVICE MANAGERS

NETWORK

MANAGER

Linda Watson
900 S. Walter Reed Drive
6th Floor
Arlington, VA 22204
703-271-2940 (O)
703-271-2999 or 2997 (F)
202-797-1314 (H)
800-443-8667 or 202-223-7243 (P)
 PIN # 2880278

DISTRICT MANAGER

Don Action
900 S. Walter Reed Drive
6th Floor
Arlington, VA 22204
703-271-2901 (O)
703-271-2998 (F)
301-439-0521 (H)

EQUIPMENT

ALL REGIONS

Sheree Scott
2720 D Prosperity Avenue
Fairfax, VA 22031
703-207-2987 (O)
703-207-2990 (F)
703-550-5119 (H)
800-443-8667 or 202 223-7243 (P)
  PIN# 29582

MANAGER

John O'Dea
2720 D Prosperity Avenue
Fairfax, VA 22031
703-207-2982 (O)
703-207-2990 (F)
301-923-6713 (H)
202-837-8159 (P)

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
            ESCALATION PROCEDURES (CONTINUED)

Figure 5. GTE/CONTEL TROUBLE REPORTING NUMBERS

GTE/CONTEL FEDERAL SYSTEMS
GOVERNMENT NETWORKS GROUP

TROUBLE REPORTING NUMBER
NETWORK MANAGEMENT OPERATIONS CENTER (NMOC)

1-800-336-1551

NMOC MANAGER - DOOLEY RUSH   703-818-5644

Following are the contact points for FAA escalations:

LEVEL 1

 Marvin Wahl   Systems Manager   (703) 818-4943

LEVEL 2

 George Jakabcin Manager, Weather   (703) 818-4894
                  and Aviation Services

LEVEL 3

 Stan Schneider   Manager, Civil Networks   (703) 818-5443
                  and Custom Services

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND ESCALATION PROCEDURES (CONTINUED)

Figure 6. MC TROUBLE REPORTING NUMBERS

MC COMMUNICATIONS NC.
TROUBLE REPORTING AND ESCALATION PROCEDURE

Nationwide Trouble Reporting 1-800-678-5758

Eastern Region National Account Service Center Organization

Robert Kamba, V.P. Operations	703-758-3100
Kevin Gahan - Director	703-758-3105
Larry Laque - Senor Manager	703-648-8214
Mark Madar - Manager	703-648-8178
Hannah Mauss, Zee Ferreira, Millicent McNeal Supervisors	703-648-8492
International Circuits - Trouble Reporting - (MC/WU/RCA Globe Comm)	1-800-777-5555
MC National Account Team 1650 Tyson Blvd, 11th Floor McLean, VA 22102 1-800-Skypage - PIN# 8340112	1-800-333-7005
Mike Serbousek - Sr. National Account Manager	703-903-1067
Mary McGann - National Account Executive	703-903-1066
Lisa Geib - Communications Systems Manager	703-903-1047
Steve Anastasi - Technical consultant	703-903-1050
Raoul Tecala - Technical consultant	703-903-1078
Donna Lewis - Communications Systems Consultant	703-903-1051

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 7. NTS TROUBLE REPORTING NUMBERS

NTS Communications Escalation Procedures

Initial Trouble Report Number

800-658-2601 or 806-741-8876

2nd Point of Escalation
Cary Collins (Mgr. Network Services)
Business: 806-762-4565
Residence: 806-793-9383

3rd Point of Escalation
Gary Sams (V.P. Network Operations)
Business: 806-762-4565
Residence: 806-745-4293

4th Point of Escalation
Mike Tucker (Sr. V.P. Network Operations)
Business: 806-762-4565
Residence: 806-792-4720

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 8. METROMEDIA TROUBLE REPORTING NUMBERS

Model 1 Full Capacity, Aviation Weather Processor (AWP) Network

NETWORK SERVICES ORGANIZATION

Trouble Reporting and Assistance Center (TRAC)

1-800-275-4357

Escalation Levels

LEVEL 1

    Alex Agurre, TRAC Lead Technician   (512) 366-8133 (O)
           (512) 534-7547 (H)

LEVEL 2

    Chuck Taylor, TRAC Manager   (512) 366-8126 (O)
           (512) 822-6508 (H)
           (512) 820-4227 (P)

LEVEL 3

    Jim Leamon, Director of Network   (512) 366-8129 (O)
                Services   (512) 650-3784 (H)

LEVEL 4

    John Brekel, V/P Technical Operations   (512) 366-7506 (O)
           (512) 659-3308 (H)

Appendix 3. TELECOMMUNICATIONS OUTAGE NOTIFICATION AND
ESCALATION PROCEDURES (CONTINUED)

Figure 8. METROMEDIA TROUBLE REPORTING NUMBERS (CONTINUED)

FTS 2000 (Administrative Services)

FTS2000 (Administrative Services)

Report troubles to Trouble Handling Information System (THIS)

    Trouble Reporting Number   301-295-8500
    Supervisor--Bob Fishell   301-738-2105

FTS2000 (Operational Services)

Report troubles to AT&T Crisis Management Center *

    Trouble Reporting Number   703-288-3322

* Advise the attendant that this is an FAA operational service and advise that
hourly status reports are required.

Newbridge D-4 Channel Banks

Report troubles to Newbridge Technical Assistance Center

    703-834-5300